



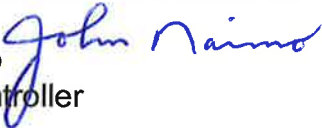
JOHN NAIMO  
AUDITOR-CONTROLLER

**COUNTY OF LOS ANGELES  
DEPARTMENT OF AUDITOR-CONTROLLER**

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May 31, 2016

TO: Supervisor Hilda L. Solis, Chair  
Supervisor Mark Ridley-Thomas  
Supervisor Sheila Kuehl  
Supervisor Don Knabe  
Supervisor Michael D. Antonovich

FROM: John Naimo   
Auditor-Controller

SUBJECT: **PARA LOS NIÑOS – A DEPARTMENT OF MENTAL HEALTH SERVICE  
PROVIDER – PROGRAM REVIEW**

We completed a program review of Para Los Niños (Para Los Niños or Agency), which included a sample of billings from Fiscal Year (FY) 2014-15. The Department of Mental Health (DMH) contracts with Para Los Niños to provide mental health services, including interviewing Program clients, assessing their mental health needs, and implementing treatment plans.

The purpose of our review was to determine whether Para Los Niños maintained adequate documentation to support their billings, and that the documentation complied with their County contract and other related guidelines. In addition, we evaluated whether Para Los Niños used qualified staff to provide services as required by their County contract.

DMH paid Para Los Niños approximately \$1.2 million on a cost-reimbursement basis for FY 2014-15. The Agency provides services to residents of the First Supervisorial District.

**Results of Review**

Para Los Niños maintained adequate documentation to support the billings reviewed. The Agency completed Assessments, Client Treatment Plans, and Progress Notes in accordance with their County contract and related guidelines. In addition, the Agency's treatment staff had the required qualifications to provide DMH Program services.

However, Para Los Niños did not document the Informed Consent form for one (25%) of the four clients reviewed who received psychotropic medication.

Details of our review, along with a recommendation for corrective action, is attached (Attachment I).

### **Review of Report**

We discussed our report with Para Los Niños and DMH. Para Los Niños' attached response (Attachment II) indicates agreement with our finding and recommendation. DMH will work with Para Los Niños to ensure our recommendation is implemented.

We thank Para Los Niños management and staff for their cooperation and assistance during our review. If you have any questions please call me, or your staff may contact Aggie Alonso at (213) 253-0304.

JN:AB:PH:AA:EB:nj

#### **Attachments**

c: Sachi A. Hamai, Chief Executive Officer  
Robin Kay, Ph.D., Acting Director, Department of Mental Health  
Marjorie Ehrich Lewis, Board Chair, Para Los Niños  
Martine Singer, President and CEO, Para Los Niños  
Public Information Office  
Audit Committee

**PARA LOS NIÑOS  
DEPARTMENT OF MENTAL HEALTH  
PROGRAM REVIEW  
FISCAL YEAR 2014-15**

**PROGRAM SERVICES**

**Objective**

Determine whether Para Los Niños (Para Los Niños or Agency) maintained documentation to support the services billed to the Department of Mental Health (DMH) in accordance with their County contract and related guidelines. In addition, determine whether Para Los Niños completed Assessments, Client Treatment Plans, Progress Notes, and Informed Consent forms in accordance with their County contract and related guidelines.

**Verification**

We selected 30 (2%) of the 1,321 approved Medi-Cal billings for May and June 2015, which were the most current billings available at the time of our review (February 2016). We reviewed the Assessments, Client Treatment Plans, Progress Notes, and Informed Consent forms in the clients' case files for the selected billings. The 30 billings represent services provided to 15 clients.

**Results**

Para Los Niños maintained adequate documentation to support the billings reviewed. In addition, the Agency completed Assessments, Client Treatment Plans, and Progress Notes in accordance with their County contract and related guidelines. However, Para Los Niños did not document the Informed Consent form for one (25%) of the four clients reviewed who received psychotropic medication. According to the California Code of Regulations, Title 9, Section 851 and the DMH Provider's Manual, Chapter 2, Page 37, clients shall be treated with psychotropic medication only after they have been informed by the physician of their rights to accept or refuse medication.

**Recommendation**

1. **Para Los Niños management ensure that the Informed Consent form is documented in the client's chart prior to treatment with psychotropic medication.**

## **STAFFING QUALIFICATIONS**

### **Objective**

Determine whether Para Los Niños' treatment staff had the required qualifications to provide DMH Program services.

### **Verification**

We reviewed the California Board of Behavioral Sciences' website and/or the personnel files for 15 (63%) of the 24 treatment staff who provided services to DMH clients during May and June 2015.

### **Results**

Each employee reviewed had the required qualifications to provide DMH Program services.

### **Recommendation**

**None.**



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April 19, 2016

County of Los Angeles  
Department of Auditor-Controller  
Kenneth Hahn Hall of Administration  
**Attn: John Naimo**  
500 West Temple Street, Room 525  
Los Angeles, CA 90012-3873

Dear Mr. Naimo,

Para Los Niños, a Department of Mental Health Service Provider, had a clinical program review audit on February 23<sup>rd</sup> and 24<sup>th</sup>, 2016. This letter is provided as our response and includes our corrective action plan on the one deficient item noted.

We'd like to thank your office and our assigned auditor, Nina Johnson, for a collaborative and helpful experience. Our agency is committed to providing quality mental health services to the children and families we serve and realize that continual improvement is an integral part of what we do. Our corrective action plan is listed below.

**Auditor-Controller Review Item**

The Auditor-Controller reviewed four clients who had received Medication Support Services during the May and June 2015 months.

**Auditor-Controller Review Results**

Para Los Niños did not document informed consent for one of four clients reviewed who received psychotropic medication.

**Para Los Niños Corrective Action Plan**

1. The Quality Assurance Manager met with the psychiatrist and his administrative support staff to inform them of the missing medication consent and to review the psychiatrist's process for ensuring a medication consent form is completed for each medication prescribed. Weaknesses were identified and improved processes implemented. The agency is committed to 100% compliance and ensuring quality care in documenting consent for each medication prescribed.
2. Psychiatrist understands that obtaining the written medication consent form with necessary signatures is his responsibility. Assistance will be provided by the administrative support staff in checking that each medication listed on a prescription slip is also documented on a corresponding medication consent form. The psychiatrist will be informed of any medication consents missed or incomplete and deficiencies will be promptly addressed.



3. The psychiatrist's administrative support staff will also check paperwork for each client scheduled to see the psychiatrist. Forms needed will be made available to the psychiatrist and reviewed and filed following the medication appointment.
4. The Quality Assurance Manager will conduct periodic reviews of clients receiving medication support services to ensure necessary paperwork is being done, is complete, and filed in the client's chart. Results will be shared with program directors, psychiatrist, and his administrative support staff. Corrective actions will be taken, if and when necessary.
5. The Quality Assurance Manager will conduct periodic meetings with the psychiatrist and administrative support staff to ensure processes are effective and followed. Meetings or consultation can be done at any time and initiated by any treatment team member.

Should you have questions, comments, or require additional information, please contact me using the information below.

Sincerely,



Martine Singer  
President & CEO  
Para Los Niños  
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Direct Line (213) 481-3501

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